

March 19, 2019

Item No. 4

## RECOMMENDATION TO AWARD A CONTRACT FOR THE RESIDENT SERVICE COORDINATOR PROGRAM

Presenter: Mary Howard, Chief Resident Services Officer

### Recommendation

The Chief Executive Officer recommends that the Board of Commissioners ("Board") of the Chicago Housing Authority ("CHA") approve the contract award to the below listed firm in an aggregate amount of \$9,062,645 for a one-year base term and one (1) one-year option term. The Board delegates authority to the Chief Executive Officer to use his discretion to exercise the option year term. There are three (3) remaining additional one-year options subject to future Board authorization.

Recommended Awardee	One Year Base Term Contract Value	Option Year Terms	Total Contract Value
Catholic Charities of the Archdiocese of Chicago ("Catholic Charities")	\$4,502,147	1 <sup>st</sup> Option: \$4,560,498	\$9,062,645

The requested action complies in all material respects with all applicable federal, state and local laws, and Chicago Housing Authority Board policies. Staff have completed all necessary due diligence to support the submission of this initiative.

### Funding

Resident Services Division Budget

### Background

The Resident Service Coordination program links CHA senior residents to the social services and opportunities necessary to maintain a stable and high quality of life. The Resident Service Coordinator ("RSC") fosters an environment conducive to aging in place that is welcoming to active seniors, as well as those needing more support. RSCs are responsible for linking individual seniors to supportive services, as well as planning and coordinating events and activities that are open to all seniors in each building. Historically, the Resident Service Coordination program was imbedded in CHA private property management firm contracts based on a model of blended management. However, based upon internal review of programs, we are proposing the RSC program is better aligned with the mission of Resident Services and should be supported by

agencies whose core business and experience includes providing high quality senior services. This separation of property management and services would enable senior residents to receive specific services based on their needs.

All 56 senior buildings in CHA's north, central and south regions will receive customized services. There are approximately 9,400 senior designated units throughout CHA's service area, which approximately 54 RSCs will serve.

### **Procurement Process**

- CHA issued RFP Event No. 2394 on November 20, 2017 requesting qualified firms to provide Resident Service Coordination program services for CHA senior residents; the deadline for proposal submission was December 20, 2017.
- Seven (7) proposals were submitted and scored by the evaluation committee; four (4) were determined to be in the competitive range.
- Proposals were evaluated by a five (5) person committee, based on the following criteria:
  - Approach and Work Plan (maximum 50 points)
  - Experience and Past Performance (maximum 20 points)
  - Qualifications of Key Personnel (maximum 10 points)
  - M/W/DBE and Section 3 Hiring Plan (maximum 10 points)
  - Proposed Fees (maximum 10 points)

### **Vendor Information**

Catholic Charities fulfills the mission of charity to anyone in need by providing services that strengthen and support individuals, families and communities based on the value and dignity of human life. Catholic Charities currently provides service coordination for seniors in 19 of its U.S. Department of Housing and Urban Development Section 202 senior buildings, which is supportive housing for seniors. Catholic Charities is guided by these core values: respect, compassion, competence and stewardship. There are several Catholic Charities locations; the administrative office is located at 721 North LaSalle Street, Chicago, IL 60654. Michael Boland is the President and CEO of Catholic Charities.

Respectfully Submitted:

---

Mary Howard  
Chief, Resident Services Officer

**RESOLUTION NO. 2019-CHA-**

**WHEREAS,** the Board of Commissioners of the Chicago Housing Authority has reviewed the Board Letter dated March 19, 2019 entitled "RECOMMENDATION TO AWARD A CONTRACT FOR THE RESIDENT SERVICE COORDINATOR PROGRAM".

**THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE CHICAGO HOUSING AUTHORITY:**

**THAT,** the Board of Commissioners authorizes the Chief Executive Officer or his designee to execute a contract with Catholic Charities of the Archdiocese of Chicago in an aggregate amount of \$9,062,645 for a one-year base term and one (1) one-year option term. The Board delegates authority to the Chief Executive Officer to use his discretion to exercise the option year term. There are three (3) remaining additional one-year options subject to future Board authorization.

This award is subject to the Contractor's compliance with the CHA's MBE/WBE/DBE/ Section 3 hiring and insurance requirements.

---

Eugene E. Jones, Jr.  
Chief Executive Officer  
Chicago Housing Authority